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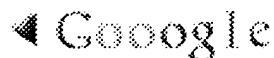
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... whenever **product support** exists within a functional target area. ... Page Login feature, they are presented with the **Agent Selection** application. This ...

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... were: **Product support**/customer service (36%), meeting sales targets (27%), ... NMLIC in **agent selection** and in training and motivating current agents. ...

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... offering new product for sale and having mktg and **product support** in place ... **agent selection**; improper initial assumptions; u/w exceptions which allow ...

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... merely harvest email inquiries for a **product support** agent to answer by return email. ... 16, a flow chart depicting an **agent selection** method is shown. ...

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... other organizations to provide **product support** and organization-related discussion groups. ... You will be able to manually override **Agent's selection**. ...

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Cisco IPCC Express: Troubleshooting Calls Stuck In Queue [Cisco ...

... **Agent selection** and call delivery is done by the Select Resource step in the script. The step examines agents (resources) who are members of the Contact ...

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ps1846/products_tech_note09186a00801c82ea.shtml - 36k - [Cached](#) - [Similar pages](#)

How to Adjust the Time Available for IPCC Express ICD Agents to ...

... In an IPCC Express ICD environment, Select Resource is used to complete the **agent selection** process. A contact (or caller) is placed into a Contact ...

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... Manager Call Center Software Call Vectoring and Expert **Agent Selection** (EAS) Guide, 07-300302 ... **Product Support** Notices : Standard Priority ...

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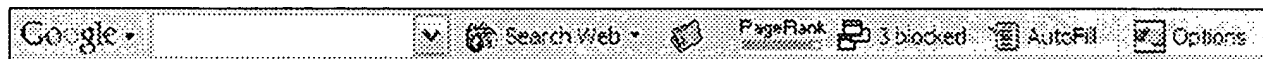
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Conference on
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Communications, 2003. ICC '03. IEEE International Conference on
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- ☐ 5. **Selection of mobile agents**
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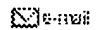
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Relevance scale ☐ ☐ ☐ ☐ ☐**1 FRIEND21 project: a construction of 21st century human interface**

Hajime Nonogaki, Hirotada Ueda

March 1991 **Proceedings of the SIGCHI conference on Human factors in computing systems: Reaching through technology**Full text available:  [pdf\(940.99 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

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Franziska Klugl, Ana L. C. Bazzan

July 2004 **Proceedings of the Third International Joint Conference on Autonomous Agents and Multiagent Systems - Volume 3**Full text available: [pdf\(177.37 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

One of the major research directions in multi-agent systems is the design of coordination mechanisms. The present approach aims to study the effect of providing agents with two types of information to influence the decision-making process: correct and intentionally manipulated. The results show that, although manipulated information leads to the optimal state, the overall result is best when a certain share of agents ignores the given information.

2 [Multi-Agent based negotiation support systems for order based manufacturers](#)

Hyung Rim Choi, Byung Joo Park, Hyun Soo Kim, Yong Sung Park, Young Jae Park

September 2003 **Proceedings of the 5th international conference on Electronic commerce**Full text available: [pdf\(654.66 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

In this research, we have developed a Multi-Agent based Negotiation Support System to enhance the competitive power of a company in dynamic environments and correspond to various orders from customers by capitalizing on electronic commerce. The system uses the agent technology that comes to light as a new paradigm in dynamic environment and flexible system framework. The multi-agent technology is used to solve these problems through cooperation between agents. The system consists of six sub agen ...

Keywords: intelligent agents, multi-agent, negotiation, scheduling and sales engineer, virtual manufacturing

3 [Connection establishment protocol based on mutual selection by users and network providers](#)

Nagao Ogino

October 1998 **Proceedings of the first international conference on Information and computation economies**Full text available: [pdf\(811.04 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

Keywords: connection establishment protocol, distributed resource allocation, evaluation of multi-agent systems, market based network control, mutual selection by users and network providers

4 Cooperation in MAS: Performance models for large scale multiagent systems: using distributed POMDP building blocks

Hyuckchul Jung, Milind Tambe

July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**

Full text available:  [pdf\(259.17 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Given a large group of cooperative agents, selecting the right coordination or conflict resolution strategy can have a significant impact on their performance (e.g., speed of convergence). While performance models of such coordination or conflict resolution strategies could aid in selecting the right strategy for a given domain, such models remain largely uninvestigated in the multiagent literature. This paper takes a step towards applying the recently emerging distributed POMDP (partially obser ...

5 Developing a bidding agent for multiple heterogeneous auctions

Patricia Anthony, Nicholas R. Jennings

August 2003 **ACM Transactions on Internet Technology (TOIT)**, Volume 3 Issue 3

Full text available:  [pdf\(1.15 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Due to the proliferation of online auctions, there is an increasing need to monitor and bid in multiple auctions in order to procure the best deal for the desired good. To this end, this paper reports on the development of a heuristic decision making framework that an autonomous agent can exploit to tackle the problem of bidding across multiple auctions with varying start and end times and with varying protocols (including English, Dutch and Vickrey). The framework is flexible, configurable, and ...

Keywords: bidding strategy, genetic algorithms, multiple auctions

6 A framework for workflow management systems based on objects, rules and roles

Gerti Kappel, Stefan Rausch-Schott, Werner Retschitzegger

March 2000 **ACM Computing Surveys (CSUR)**


Full text available:  [pdf\(55.83 KB\)](#)  [html\(16.88 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: context dependent behavior, event/condition/action rule, object-oriented frameworks, role modeling

7 Groups and organizations: Evolving social rationality for MAS using "tags"

David Hales, Bruce Edmonds

July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**

Full text available:  [pdf\(210.96 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Endowing agents with "social rationality" [10, 12, 11] can aid overall efficiency in tasks where cooperation is beneficial to system level performance. However it is difficult to maintain this beneficial effect in open and unpredictable systems. Such systems seem to require a "bespoke" (that is, a new) design for cooperation in each domain. Recent work in

artificial life and biological sciences has identified novel "tag" mechanisms for the spontaneous self-organization of group level adaptations ...


Keywords: altruism, cooperation, cultural markers, evolution of groups, social cues, tags

8 Session 9B: coordination and cooperation I: Learning to select a coordination mechanism



Cora B. Excelente-Toledo, Nicholas R. Jennings

July 2002 **Proceedings of the first international joint conference on Autonomous agents and multiagent systems: part 3**

Full text available:  pdf(260.07 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper examines the potential and the impact of introducing learning capabilities into autonomous agents that make decisions at run-time about which mechanism to exploit in order to coordinate their activities. Specifically, the efficacy of learning is evaluated for making the decisions that are involved in determining when and how to coordinate. Our motivating hypothesis is that to deal with dynamic and unpredictable environments it is important to have agents that can learn the right situa ...

9 Database theory, technology and applications (DTTA): Architectures for a temporal workflow management system



Carlo Combi, Giuseppe Pozzi

March 2004 **Proceedings of the 2004 ACM symposium on Applied computing**

Full text available:  pdf(257.71 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Workflows describe business processes as the coordinated execution of simple activities (tasks) by human or automatic executors (agents). Workflow management systems (WfMS) are software systems supporting the automatic execution of workflows. Most WfMSs rely on database management systems (DBMS) where temporal aspects, which are relevant for the execution of a workflow, are managed explicitly. In this paper we discuss different architectures for a temporal WfMS: then we propose yet another workf ...

Keywords: active DBMS, temporal DBMS, temporal workflow management system, workflow management system - WfMS

10 Simulation: Selection of information types based on personal utility: a testbed for traffic information markets



Franziska Klügl, Ana L. C. Bazzan, Joachim Wahle

July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**

Full text available:  pdf(643.13 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Traffic is an interesting research area for multi-agent systems, as the inter-dependence of actions leads to a high frequency of implicit coordination decisions among agents. The present work investigates the simulation of a market for traffic information. This market is implemented as a traffic centre where some measurements of the traffic conditions are evaluated. Simulated data generates information which is "sold" to drivers. Different levels of data aggregation, at different costs, are avai ...


Keywords: adaption and learning, traffic simulation

11 Coalition formation: Coalition formation through motivation and trust



Nathan Griffiths, Michael Luck

July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**

Full text available:  [pdf\(203.36 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Cooperation is the fundamental underpinning of multi-agent systems, allowing agents to interact to achieve their goals. Where agents are self-interested, or potentially unreliable, there must be appropriate mechanisms to cope with the uncertainty that arises. In particular, agents must manage the risk associated with interacting with others who have different objectives, or who may fail to fulfil their commitments. Previous work has utilised the notions of motivation and trust in engendering suc ...


Keywords: clans, coalitions, cooperation, motivation, trust

12 Reports: The 1st workshop on ROC analysis in artificial intelligence (ROCAI-2004)



José Hernández-Orallo, Cèsar Ferri, Nicolas Lachiche, Peter Flach

December 2004 **ACM SIGKDD Explorations Newsletter**, Volume 6 Issue 2

Full text available:  [pdf\(99.54 KB\)](#) Additional Information: [full citation](#), [abstract](#)

This short report includes a summary of the presentations and discussions held during the ROCAI-2004 workshop, as well as the workshop conclusions and the future agenda. ROCAI-2004 was held in Valencia, on August the 22nd, as part of the 16th European Conference on Artificial Intelligence, ECAI-2004, in Valencia, Spain.

Keywords: ROC analysis, artificial intelligence, machine learning

13 Electronic commerce technologies (ECT): A multi-criteria model for electronic auctions



Marie-Jo Bellosta, Imène Brigui, Sylvie Kornman, Daniel Vanderpooten

March 2004 **Proceedings of the 2004 ACM symposium on Applied computing**

Full text available:  [pdf\(230.02 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

In this paper we present a multi-criteria model for electronic auctions, which is based on reference points. According to the model, the buyer must specify an aspiration point that expresses his desired values on the attributes of the item to be purchased and a reservation point that represents the minimal values required. Negotiation takes place between software agents that negotiate on behalf of their human owners. The multi-criteria model allows the buyer agent to control the negotiation proc ...

Keywords: electronic commerce, multi-attribute auction, software agents

14 Posters: Information-driven phase changes in multi-agent coordination



Sven A. Brueckner, H. Van Dyke Parunak

July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**

Full text available:  [pdf\(174.40 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: adaptation, graph coloring, phase change, scaling

15 Applications: Emergent properties of referral systems



Pinar Yolum, Munindar P. Singh

July 2003

Proceedings of the second international joint conference on Autonomous agents and multiagent systems

Full text available:  [pdf\(227.96 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Agents must decide with whom to interact, which is nontrivial when no central directories are available. A classical decentralized approach is referral systems, where agents adaptively give referrals to one another. We study the emergent properties of referral systems, especially those dealing with their quality, efficiency, and structure. Our key findings are (1) pathological graph structures can emerge due to some neighbor selection policies and (2) if these are avoided, quality and efficiency ...


Keywords: emergent properties, pagerank, referrals

16 Global scheduler properties derived from local restrictions



Thomas Arts, Juan José Sánchez Penas

October 2002 **Proceedings of the 2002 ACM SIGPLAN workshop on Erlang**

Full text available:  [pdf\(211.70 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

The VoDka server is a video-on-demand system for a Spanish cable company. We look at the distributed scheduler of this system. This scheduler enables that whenever a user agent is asking for a certain movie, this request is transferred through the system and a set of possible play-back qualities is returned to the agent. In case of a non-empty set, the agent selects one and the movie is streamed to the user. The storage subsystem of the server is composed by a hierarchy of different storage systems ...

17 Session 5D: formalisms and logics I: Planning in a multi-agent environment: theory and practice



Jürgen Dix, Héctor Muñoz-Avila, Dana Nau, Lingling Zhang

July 2002 **Proceedings of the first international joint conference on Autonomous agents and multiagent systems: part 2**

Full text available:  [pdf\(115.44 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We give the theoretical foundations and empirical evaluation of a planning agent, shop, performing HTN planning in a multi-agent environment. shop is based on A-SHOP, an agentized version of the original SHOP HTN planning algorithm, and is integrated in the IMPACT multi-agent environment. We ran several experiments involving accessing various distributed, heterogeneous information sources, based on simplified versions of noncombatant evacuation operations, NEO's. As a result, we noticed that in ...

Keywords: agent architectures, agent selection and planning, formalisms and logics

18 Session 6B: social order: No agent is an island: a framework for the study of inter-agent behavior



T. J.M. Bench-Capon, P. E. Dunne


July 2002 **Proceedings of the first international joint conference on Autonomous agents and multiagent systems: part 2**

Full text available:  [pdf\(126.38 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We describe a framework for the study of conflict in inter-agent behavior. Section 1 motivates the framework, section 2 formally defines the framework, and section 3 discusses some issues the framework can be used to explore.


Keywords: conflict, interaction, multi-agent systems


- 19 Session 1C: trust and reputation: Robustness of reputation-based trust: boolean case 
Sandip Sen, Neelima Sajja
July 2002 **Proceedings of the first international joint conference on Autonomous agents and multiagent systems: part 1**

Full text available:  pdf(134.85 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We consider the problem of user agents selecting processor agents to processor tasks. We assume that processor agents are drawn from two populations: high and low-performing processors with different averages but similar variance in performance. For selecting a processor, a user agent queries other user agents for their high/low rating of different processors. We assume that a known percentage of "liar" users, who give inverse estimates of processors. We develop a trust mechanism that determines ...

Keywords: control & norms, reputation and trust, social order, task allocation

- 20 Agents, interactions, mobility and systems: An automated negotiation mechanism based on co-evolution and game theory 
Jen-Hsiang Chen, Kuo-Ming Chao, Nick Godwin, Colin Reeves, Peter Smith
March 2002 **Proceedings of the 2002 ACM symposium on Applied computing**

Full text available:  pdf(471.12 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The problems associated with current automated negotiation approaches are of little feasibility in practical industry applications. This paper describes a new method that combines a game theory approach and a co-evolutionary approach to support an effective negotiation model for agents to resolve conflict. Under this proposed method, the agents without knowing the other agent's strategies and payoffs, produce an optimised resolution that complies Nash equilibrium and Pareto efficiency concepts. ...

Keywords: game theory, genetic algorithm, no fear of deviation, prisoner dilemma

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